

Medicare Training Conference Call Program Evaluation

Program Title:

Program Date:

Please put an X in the appropriate box

	Excellent	Very Good	Good	Fair	Poor
Program	5	4	3	2	1
How well did the conference call meet your expectations?					
Rate the length of the conference call					
Rate the conference call schedule including start time, and end time					
Rate the relevance of the conference call subject matter to your current or future work					
Rate your knowledge of the subject matter before the conference call					
Rate your knowledge of the subject matter after the conference call					
Instructor					
Rate the speaker's subject matter knowledge and ability to answer questions					
Rate the speaker's ability to present the information in an understandable way					
Rate the speaker's effectiveness as a communicator					
Rate the preparedness of the speaker					
Materials					
How well did the conference call materials relate to your skill level?					

	Excellent	Very Good	Good	Fair	Poor
Materials con't.	5	4	3	2	1
How useful were the handouts in communicating the subject matter?					
How easy was it to access the materials prior to the conference call?					
How effective are the handouts as a resource?					

Please tell us what you liked about the training conference call?

Please tell us what you disliked about the training conference call?

Please tell us what we can do to improve future training conference calls?

What methods of delivery do you prefer to receive training? (Check all that apply)

- ☐ Computer/Web-based Training
- ☐ In-person Training
- ☐ Satellite Broadcast
- ☐ Print
- ☐ E-mail
- ☐ Internet resources
- ☐ CD Rom
- ☐ DVD
- ☐ Audio CD
- ☐ VHS tape
- ☐ Web streaming

Please tell us about you. Are you:

- ☐ Call Center Manager
- ☐ Call Center Representative
- ☐ Carrier
- ☐ CMS Central Office Staff
- ☐ CMS Regional Office Staff
- ☐ Durable Medical Equipment Regional Carrier (DMERC)
- ☐ Fiscal Intermediary (FI)
- ☐ Program Safeguard Contractors
- ☐ Provider Outreach Staff
- ☐ System Maintainers

Comments: Please provide us with any comments you may have regarding any aspects of the conference call. Please e-mail your completed form to: contractortraining@cms.hhs.gov